AMC Enterprise IT Management (EITM) Update

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Outline

- **Brief summary of NETCOM hosted NETOPS Situational Awareness Conference (18-19 April 02)**

- **EITM Survey Results**

NETOPS Situational Awareness

- **Focus of the conference was on clarifying/defining reporting for gaining Network Operations (NETOPS) Situational Awareness of the health and security of all critical Army networks and systems for:**
  - **Army G6/CIO**
  - **Other Senior Army leaders**
- **Commander's Critical Information Item (CCII) Working Group – determine CCIIs for all MACOMs**
- **Tools Working Group – develop courses of action for integration of disparate toolsets for reporting and network visibility**

CCII Work Group

- **Focused on 1 May 02 reporting requirements – provide a holistic view of IT assets critical to Army Operations**
  - **General CONUS CCIIs – IT assets critical to Army mission**
  - **MACOM specified CCIIs – IT assets critical to MACOM mission**
- **ASR 25-6 will be used to determine reporting requirements initially**
- **Status is reported by the O&M entity responsible for the asset**

Tools Working Group

- **Short-term courses of action (May 02 – Sep 02)**
  - **Use AR Web as primary reporting tool**
  - **Encourage organizations to automate linkage between their TT system and the C-TNOSC TT system**
  - **Create a single web page at the C-TNOSC to integrate WAN views**
- **Long-term courses of action (Oct 02 and beyond)**
  - **<u>Option 1</u>: Select one tool for a particular function**
  - **<u>Option 2</u>: Utilize integration technologies to integrate multiple tools that already exist in the Army environment**
  - **<u>Option 3</u>: Combination of the above**

➢ **Must weigh advantages/disadvantages of integration of existing tools vs. selecting a single solution**

Reporting/Trouble Ticketing Systems

- Multiple systems in use (Remedy, CA Unicenter, Heat, Magic, etc.) across Army enterprise
- Some DOIMs don’t have any TT system at all
- Need good CM procedures
- Minimize number of TT fields being shared between systems
- AR Web will be used as the primary reporting tool initially

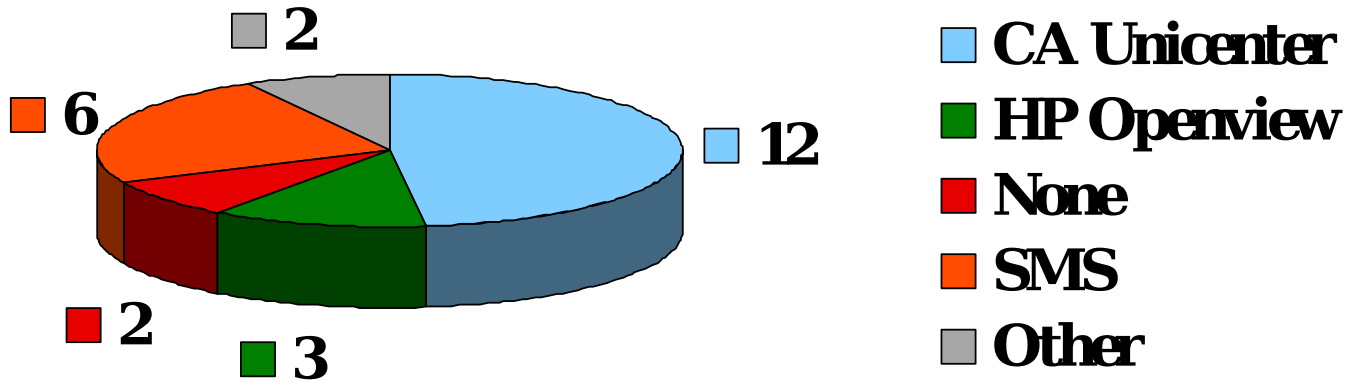
Network Visibility

- **Initial focus (May through Sep 02) is on tools that provide enterprise fault, performance, and availability monitoring at the WAN level**
- **HP OpenView the most widely used, others include CA Unicenter, BMC, What's Up Gold, SPECTRUM, etc.**
- **Managed Objects "Formula" is promising tool for long-term integration**
- **NETCOM will provide a loosely integrated view of all WANs managed by Army entities (C-TNOSC, COE, USAR, and ARNG) initially**

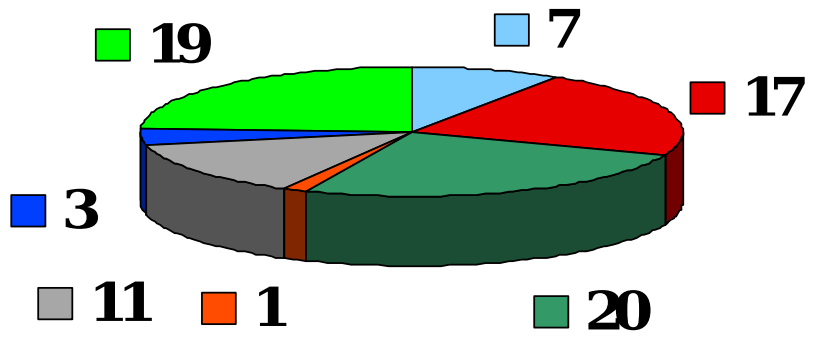
EITM Survey Results

- **22 completed surveys**
- **Results are being shared with NETCOM to facilitate transition and reporting efforts**
- **Expect additional data calls to supplement information already collected**

Current Usage Breakout (by product type)



Current Functional Breakout (by function and responses)



- Net. Performance
- Inventory
- Asset/Node Mgt
- CM
- Remote Control
- Event Mgt
- SW Delivery

Points of Interest

- 2 Respondents reported having no EM system at all
- CA modules most reported in use were AHD, AMO, RCO, SDO and RMO
- Network performance scored low on the respondents' overall breakout by function
- Most still use the telephone as the primary interface with users but many are supplementing this with email and web access
- Only 3 respondents using CA are also using CA security tools
- Most complaints regarding framework solution concerned security, training, "version lag," and difficulty of use in a non-homogeneous environment
- Some respondents noted that they felt a single solution was unlikely to be achieved throughout the command because of differing local environments